

FUTURE PROJECTS THAT ARE PLANNED

PROJECT NAME: General Inquiry (Telephone)/ Employer Remittances

DESCRIPTION

The Division of Information Technology (DoIT) will assist in the development effort, including hardware/software selection, necessary to provide ETF staff with an integrated telephony system that features messaging, Interactive Voice Response (IVR) and queuing.

MISSION

The telephony system will provide a new service via its IVR component that will allow employers to initiate contribution processing and participants to obtain individual account information.

PRIORITY

Providing staff with an integrated telephony system is a major effort to achieve three of the Department's seven business goals: (#1 of 7) provide immediate access to complete and accurate information to deliver timely service; (#2 of 7) provide fair, accessible, cost-efficient and timely administration of benefit plans; and, (#5 of 7) provide quality and timely communication with all stakeholders. This project is dependent on the selection, purchase and installation of the hardware/software needed to meet the agency's short term/long term telephony requirements, having sufficient phone lines available for employers and participants and statutory changes that would make Automated Clearing House payments mandatory rather than optional.

TIMETABLE

Estimated duration: 6 months

PROJECT COST DETAIL

Cost Element	Cost Item	FY 97/98	Ongoing
Development/Acquisition Application Design, Program, Test, Implement, Follow-up	Staff - 2 Programmer/Analysts @ \$26.35/hr for 7 months 26.35x8x22x7x2 Ongoing - 1 programmer/analysts for 5 hrs/month at \$26.35/hr for one year	\$64,926.40	\$1,581.00
	1 Consultant for 2 mths @ \$120/hr 120 x 22 x 8 Ongoing - 1 hr/mth for 1 year	\$21,120.00	\$1,440.00
	1 User Staff @ \$20/hr at 1/2 time for 7 months 20 x .5 x 8 x 7 x 22 Ongoing - 1 user staff for 1 hr/month @ \$20/hr for one year	\$12,320.00	\$240.00
	Developer Training for Client software for 2 programmer/analysts at \$3000/wk for 1 week	\$6,000.00	
	User training 24 hrs @ \$20/hr for 35 users	\$16,800.00	-----

PROJECT COST DETAIL			
Cost Element	Cost Item	FY 97/98	Ongoing
	Staff - 1 Technical (TNSB) person for 2 months @ \$20.00/hr 20 x 8 x 22 x 2	\$7,040.00	\$10,560.00
	Ongoing - 3 months for one year 22 x 3 x 8 x 20		
	Hardware - IVR Server	\$50,000.00 to 100,000	
	Software - Client Software \$300/desktop with 35 desktops	\$10,500.00	
	CPU Costs - 3 programmer/analysts @ \$4000/month for 7 months 3 x 4000 x 7	\$84,000.00	\$240.00
	Ongoing CPU costs at \$20/month for 1 year		
	Backup/Recovery IVR Server Ongoing - supplies - daily for backup for one year (\$25 x 264)	\$50,000.00 to 100, 000	\$6,600.00
Total Costs		\$322,706.40 to 422,706.40	\$20,661.00

PROJECT COST SUMMARY	
Cost Element	PY1/FY 1997/98
Development/Acquisition	\$343,367.40 to \$443,367.40
Total Costs	\$343,367.40 to \$443,367.40

PROJECT NAME: Convert Annuity File

DESCRIPTION

The Division of Information Technology (DoIT) will develop the program(s) necessary for a one-time conversion to transfer the contents of the Annuity File and the Annuity Payment File to the corresponding tables on the WEBS database. Included in the conversion will be a process to validate the Wis. Stat. §40.65 (duty disability program) accounts converted to the DBASE IV file to determine validity of the accounts.

MISSION

The system will provide improved service in the following ways:

1. Better customer service. Converting the Annuity File will provide the infrastructure needed to achieve efficiencies in daily and monthly annuitant processes.
2. Enhance compliance with federal and state tax laws. The Annuity File and the Annuity Payment file were created in the mid-1970's. The Annuity File cannot be easily expanded. Converting this file to a relational database will provide greater flexibility in this area.
3. Integration with the WEBS data system. WEBS remains the Department's primary relational database that provides the information necessary to maintain services to over 414,500 Wisconsin Retirement System (WRS) participants and 1,200 employers. Converting the ASLCC File will result in a single database being maintained for all WRS participant accounts.
4. Eliminate a current system deficiency preventing tax withholding amounts in excess of \$999 per month.

PRIORITY

Conversion of the Annuity File is a major effort to achieve the Department's business goal (#1 of 7) of providing immediate access to complete and accurate information to deliver timely service. It will also assist the Department in achieving its business goal (#2 of 7) of having fair, accessible, cost-efficient and timely administration of benefit plans. The Annuity File conversion project is a high priority project in the strategic I.T. plan and is scheduled to start in FY97. The project is dependent on imaging and workflow implementation, and the existence of the WEBS database tables that will be used to replace the Annuity File.

TIMETABLE

Estimated duration: 1 year

PROJECT COST DETAIL			
Cost Element	Cost Item	FY 97/98	Ongoing
Development/Acquisition Application Design, Program, Test, Implement, Follow-up	Staff - 2.5 Programmer/Analysts @ \$26.35/hr for 12 months 26.35x8x22x12 x 2.5 Ongoing - 2 programmer/analysts for 2 hrs/month at \$26.35/hr for one year	\$139,128.00	\$1,264.80
	1 User Staff @ \$20/hr at 1/2 time for 12 months 20 x 4 x 22 x 12 Ongoing - 1 user staff for 1hr/month @ \$20/hr for one year	\$21,120.00	\$240.00
	User training 40 hrs @ \$20/hr	\$800.00	-----
	CPU Costs - 2.5 programmer/analysts @ \$4000/month for 12 months 2.5 x 4000 x 12 Ongoing CPU costs at \$25/month for 1 year	\$120,000.00	\$300.00
Total Costs		\$281,048.00	\$1,804.80

PROJECT COST SUMMARY	
Cost Element	PY1/FY 1997/98
Development/Acquisition	\$281,048.00
Total Costs	\$281,048.00

PROJECT NAME: Convert ASLCC File

DESCRIPTION

The Division of Information Technology (DoIT) will develop the program(s) necessary to: (1) perform a one-time conversion to transfer the contents of the Accumulated Sick Leave Conversion Credits File (ASLCC) to the corresponding tables on the WEBS database; and (2) replace the programs currently used to extract data from the ASLCC File.

MISSION

The system will provide improved service in the following ways:

1. Better customer service. Converting the ASLCC File will provide the infrastructure needed to achieve efficiencies in daily and monthly annuitant processes.
2. Enhance compliance with federal and state tax laws. The ASLCC File was created in the late-1970's. Converting the file to a relational database will facilitate compliance.
3. Integration with the WEBS data system. WEBS remains the Department's primary relational database that provides the information necessary to maintain services to over 414,500 Wisconsin Retirement System (WRS) participants and 1,200 employers. Converting the ASLCC File will result in a single database being maintained for all WRS participant accounts.

PRIORITY

Converting the ASLCC File is a major effort to achieve the Department's business goal (#1 of 7) of providing immediate access to complete and accurate information to deliver timely service. It will also assist the Department in achieving its business goal (#2 of 7) of having fair, accessible, cost-efficient and timely administration of benefit plans. The ASLCC File conversion project is a high priority project in the strategic I.T. plan and is scheduled to start FY97. The project is dependent on imaging and workflow implementation, and the existence of the WEBS database tables that will be used to replace the Annuity File.

TIMETABLE

Estimated duration: 1 year

PROJECT COST DETAIL			
Cost Element	Cost Item	FY 97/98	Ongoing
Development/Acquisition Application Design, Program, Test, Implement, Follow-up	Staff - 3.0 Programmer/Analysts @ \$26.35/hr for 7 months 26.35x8x22x7 x 3 Ongoing - 1 programmer/analysts for 2 hrs/month at \$26.35/hr for one year	\$97,389.60	\$632.40
	1 User Staff @ \$20/hr at 3/4 time for 7 months 20 x .75 x 8 x 7 x 22 Ongoing - 1 user staff for 1hr/month @ \$20/hr for one year	\$18,480.00	\$240.00
	User training 20 hrs @ \$20/hr	\$400.00	-----
	CPU Costs - 3 programmer/analysts @ \$4000/month for 7 months 3 x 4000 x 7 Ongoing CPU costs at \$20/month for 1 year	\$84,000.00	\$240.00
Total Costs		\$200,269.60	\$1,112.40

PROJECT COST SUMMARY	
Cost Element	PY1/FY 1997/98
Development/Acquisition	\$200,269.60
Total Costs	\$200,269.60

PROJECT NAME: Benefit Estimates - Hypotheticals

DESCRIPTION

The Division of Information Technology (DoIT) will develop an on-line access system for retirement benefit projections for use by ETF staff and employers. The current system is only accessible to Department staff.

MISSION

The system will provide improved service by allowing participants to access critical information for retirement planning. This will allow participants to plan for their financial future well in advance of retirement.

PRIORITY

Developing the on-line access system for retirement benefit projections is a major effort to achieve the Department's business goal (#1 of 7) of providing immediate access to complete and accurate information. It will also assist the Department in achieving its business goal (#2 of 7) of having fair, accessible, cost-efficient and timely administration of benefit plans. The project is dependent on implementing the IVR infrastructure needed to support this system, the Department's having sufficient phone lines available for employers, imaging and workflow implementation, Advanced Function Printing (AFP), bar coding, zip + 4 mail processing software, and access to program data related to insurance, deferred compensation, the Annuity File, the ASLCC File.

TIMETABLE

Estimated duration: 2.4 months

PROJECT COST DETAIL			
Cost Element	Cost Item	FY 97/98	Ongoing
Development/Acquisition Application Design, Program, Test, Implement, Follow-up	Staff - 4 Programmer/Analysts @ \$26.35/hr for 2.4 months 26.35x8x22x2.4 x 4	\$44,520.00	\$1,264.80
	Ongoing - 2 programmer/analysts for 2 hrs/month at \$26.35/hr for one year		
	1 User Staff @ \$20/hr at 1/2 time for 2.4 months 20 x 4 x 22 x 2.4	\$4,224.00	\$240.00
	Ongoing - 1 user staff for 1hr/month @ \$20/hr for one year		
	User training 40 hrs @ \$20/hr	\$800.00	-----
	CPU Costs - 4 programmer/analysts @ \$4000/month for 2.4 months 4 x 4000 x 2.4	\$38,400.00	\$300.00
	Ongoing CPU costs at \$25/month for 1 year		
Total Costs		\$87,944.00	\$1,804.80

PROJECT COST SUMMARY	
Cost Element	PY1/FY 1997/98
Development/Acquisition	\$89,748.80
Total Costs	\$89,748.80

PROJECT NAME: Retirement Applications by System Generated Mailers

DESCRIPTION

The Division of Information Technology (DoIT) will develop a workflow application that will enable Information Center staff, who receive a telephone/written request for a retirement benefit application, to pull up the member's account, direct the system to develop and issue an application via a system-generated mailer, pre-print account information, determine if the participant is still active at any employer(s), and print a message (if needed) saying that the employer(s) must provide a confirmation of termination.

MISSION

The system will result in improved service by providing greater flexibility to efficiently process benefit estimate.

PRIORITY

Developing the system generated mailer system is a major effort to achieve the Department's business goal (#1 of 7) of providing immediate access to complete and accurate information to deliver timely service. It will also assist the Department in achieving its business goal (#2 of 7) of having fair, accessible, cost-efficient and timely administration of benefit plans. The system generated mailer project is dependent on imaging and workflow implementation, the software needed to create and customize forms on-line, Advanced Function Printing (AFP), automated mailing, and zip + 4 mail processing software.

TIMETABLE

Estimated duration: 4.8 months

PROJECT COST DETAIL			
Cost Element	Cost Item	FY 97/98	Ongoing
Development/Acquisition Application Design, Program, Test, Implement, Follow-up	Staff - 3 Programmer/Analysts @ \$26.35/hr for 4.8 months 26.35x8x22x4.8 x 3 Ongoing - 2 programmer/analysts for 2 hrs/month at \$26.35/hr for one year	\$66,781.44	\$1,264.80
	1 User Staff @ \$20/hr at 1/2 time for 4.8 months 20 x 4 x 22 x 4.8 Ongoing - 1 user staff for 1hr/month @ \$20/hr for one year	\$8,448.00	\$240.00
	User training 40 hrs @ \$20/hr	\$800.00	-----
	CPU Costs - 3 programmer/analysts @ \$4000/month for 4.8 months 3 x 4000 x 4.8 Ongoing CPU costs at \$25/month for 1 year	\$57,600.00	\$300.00
Total Costs		\$133,629.44	\$1,804.80

PROJECT COST SUMMARY	
Cost Element	PY1/FY 1997/98
Development/Acquisition	\$135,434.24
Total Costs	\$135,434.24

PROJECT NAME: Retirement Annuity Check Processing

DESCRIPTION

The Division of Information Technology (DoIT) will develop the necessary programs to replace those currently used in conjunction with the Annuity File and the Annuity Payment File to calculate monthly annuity payments, insurance premium deductions, calculate and withhold federal and state taxes, generate the checkwriting data, and update the payment tables.

MISSION

The system will result in improved service by providing the programs necessary to allow the WEBS data system to issue payments or make appropriate deductions.

PRIORITY

Developing the Annuity File and the Annuity Payment File replacement programs are a major effort to achieve the Department's business goal (#2 of 7) of having fair, accessible, cost-efficient and timely administration of benefit plans. This project is a high priority project in the strategic I.T. plan and is scheduled to start FY96. The project is dependent on Advanced Function Printing (AFP), the existence of the WEBS database tables that will be used to replace the Annuity File, the Annuity Payment File, and the ASLCC File.

TIMETABLE

Estimated duration: 6 months

PROJECT COST DETAIL			
Cost Element	Cost Item	FY 97/98	Ongoing
Development/Acquisition Application Design, Program, Test, Implement, Follow-up	Staff - 4 Programmer/Analysts @ \$26.35/hr for 6 months 26.35x8x22x6 x 4	\$111,302.40	\$1,264.80
	Ongoing - 2 programmer/analysts for 2 hrs/month at \$26.35/hr for one year		
	1 User Staff @ \$20/hr at 1/2 time for 6 months 20 x 4 x 22 x 6 Ongoing - 1 user staff for 1hr/month @ \$20/hr for one year	\$10,560.00	\$240.00
	User training 40 hrs @ \$20/hr	\$800.00	-----
	CPU Costs - 4 programmer/analysts @ \$4000/month for 6 months 4 x 4000 x 6 Ongoing CPU costs at \$25/month for 1 year	\$96,000.00	\$300.00
Total Costs		\$218,662.40	\$1,804.80

PROJECT COST SUMMARY	
Cost Element	PY1/FY 1997/98
Development/Acquisition	\$220,467.20
Total Costs	\$220,467.20

PROJECT NAME: Retirement Annuity File Maintenance

DESCRIPTION

The Division of Information Technology (DoIT) will develop the programs necessary to enable ETF staff to respond to request changes that must be made to the monthly checkwriting process.

MISSION

The system will provide improved service by allowing on-line processing of information like tax withholding changes, descriptive data changes, and dates of deaths. The current system requires 45 - 60 days to process tax changes. The replacement system will allow annuitants to satisfy their tax obligations as planned. This project will also provide staff with a more up-to-date picture of annuities at the time the benefit is paid.

PRIORITY

Developing the annuity checkwriting file maintenance programs are a major effort to achieve the Department's business goal (#1 of 7) of providing immediate access to complete and accurate information to deliver timely service. It will also assist the Department in achieving its business goal (#2 of 7) of having fair, accessible, cost-efficient and timely administration of benefit plans. This project is a high priority project in the strategic I.T. plan and is scheduled to start FY97. The project is dependent on the existence of the WEBS database tables that will be used to replace the Annuity File and the ASLCC File.

TIMETABLE

Estimated duration: 6 months

PROJECT COST DETAIL			
Cost Element	Cost Item	FY 99	Ongoing
Development/Acquisition Application Design, Program, Test, Implement, Follow-up	Staff - 3 Programmer/Analysts @ \$26.35/hr for 6 months 26.35x8x22x6 x 3	\$83,476.80	\$1,264.80
	Ongoing - 2 programmer/analysts for 2 hrs/month at \$26.35/hr for one year		
	1 User Staff @ \$20/hr at 1/2 time for 6 months 20 x 4 x 22 x 6 Ongoing - 1 user staff for 1hr/month @ \$20/hr for one year	\$10,560.00	\$240.00
	User training 60 hrs @ \$20/hr	\$1,200.00	-----
	CPU Costs - 3 programmer/analysts @ \$4000/month for 6 months 3 x 4000 x 6 Ongoing CPU costs at \$25/month for 1 year	\$72,000.00	\$300.00
Total Costs		\$167,236.80	\$1,804.80

PROJECT COST SUMMARY	
Cost Element	PY1/FY 1997/98
Development/Acquisition	\$169,041.60
Total Costs	\$169,041.60

PROJECT NAME: Retirement Year-End Tax Processing

DESCRIPTION

The Division of Information Technology (DoIT) will develop the necessary programs to replace those currently used in conjunction with the Annuity File and the Annuity Payment File to print 1099's and prepare them for mailing to annuitants, generate tax tapes to be mailed to the federal and state Departments of Revenue, roll up and initialize annuity accumulators for the start of the new year, create annual annuity fiche, and complete other required year-end activities.

MISSION

The system will result in improved service by providing the programs necessary to allow the WEBS data system to perform year-end tax processing for the annuity system.

PRIORITY

Developing the year-end tax processing programs is a major effort to achieve the Department's business goal (#2 of 7) of having fair, accessible, cost-efficient and timely administration of benefit plans. This project is dependent on the existence of the WEBS database tables that will be used to replace the Annuity File and zip + 4 mail processing software.

TIMETABLE

Estimated duration: 7.2 months

PROJECT COST DETAIL			
Cost Element	Cost Item	FY 99	Ongoing
Development/Acquisition Application Design, Program, Test, Implement, Follow-up	Staff - 3 Programmer/Analysts @ \$26.35/hr for 7.2 months 26.35x8x22x7.2 x 3 Ongoing - 2 programmer/analysts for 2 hrs/month at \$26.35/hr for one year	\$100,172.16	\$1,264.80
	1 User Staff @ \$20/hr at 1/2 time for 7.2 months 20 x 4 x 22 x 7.2 Ongoing - 1 user staff for 1hr/month @ \$20/hr for one year	\$12,672.00	\$120.00
	User training 40 hrs @ \$20/hr	\$800.00	-----
	CPU Costs - 3 programmer/analysts @ \$4000/month for 7.2 months 3 x 4000 x 7.2 Ongoing CPU costs at \$25/month for 1 year	\$86,400.00	\$300.00
Total Costs		\$200,044.16	\$1,684.80

PROJECT COST SUMMARY	
Cost Element	PY1/FY 1997/98
Development/Acquisition	\$201,728.96
Total Costs	\$201,728.96

PROJECT NAME: Retirement Mailers and Extracts

DESCRIPTION

The Division of Information Technology (DoIT) will develop the programs necessary to print annuity mailers to notify annuitants of events that affect their annuity payments, for example, start of annuity payments, change in annuity payment amount, depletion of ASLCC balances.

MISSION

The system will provide improved service by providing monthly information that is more accurate and meaningful. It will also provide better management information used for decision making.

PRIORITY

Developing the mailer and extract programs is a major effort to achieve the Department's business goal (#2 of 7) of having fair, accessible, cost-efficient and timely administration of benefit plans. This project is dependent on the existence of the WEBS database tables that will be used to replace the Annuity File, the ASLCC File, and zip + 4 mail processing software.

TIMETABLE

Estimated duration: 6 months

PROJECT COST DETAIL			
Cost Element	Cost Item	FY 99	Ongoing
Development/Acquisition Application Design, Program, Test, Implement, Follow-up	Staff - 2 Programmer/Analysts @ \$26.35/hr for 6 months 26.35x8x22x6 x 2 Ongoing - 1 programmer/analysts for 2 hrs/month at \$26.35/hr for one year	\$55,651.20	\$632.40
	1 User Staff @ \$20/hr at 1/2 time for 6 months 20 x 4 x 22 x 6 Ongoing - 1 user staff for 1hr/month @ \$20/hr for one year	\$10,560.00	\$240.00
	User training 20 hrs @ \$20/hr	\$400.00	-----
	CPU Costs - 2 programmer/analysts @ \$4000/month for 6 months 2 x 4000 x 6 Ongoing CPU costs at \$25/month for 1 year	\$48,000.00	\$300.00
Total Costs		\$114,611.20	\$1,172.40

PROJECT COST SUMMARY	
Cost Element	PY1/FY 1997/98
Development/Acquisition	\$115,783.60
Total Costs	\$115,783.60

PROJECT NAME: General Inquiry on-line access to employer manuals, administrative rules, Wisconsin Statutes, ETF bulletins and brochures

DESCRIPTION

The Division of Information Technology (DoIT) will identify and select the hardware/software needed to provide ETF staff the ability to perform automated text search and retrieval on employer manuals, administrative rules, Wisconsin Statutes, ETF bulletins and brochures. The current process is an inefficient method for staff to perform their functions of providing participants and employers information about ETF-administered benefit plans and advising them on the available options under each plan.

MISSION

The system will provide improved service in the following ways:

1. Retirement Services staff will be able to advise callers and respond to inquiries faster. Currently, staff must manually search through the literature to identify the law(s), rule(s), etc. that address(es) the specific question or issue being resolved.
2. Increased productivity resulting from easier access to the data. Currently, callers trying to contact the Department experience a 55% - 80% busy signal rate. Potentially, by providing staff quicker access to the data they could answer more calls in less time. This could assist in lowering the busy signal rate.

PRIORITY

Providing staff the ability to perform automated text search and retrieval is a major effort to achieve the Department's business goal (#1 of 7) of providing immediate access to complete and accurate information to deliver timely service. It will also assist Department in achieving it's business goal (#2 of 7) of having fair, accessible, cost-efficient and timely administration of benefit plans. The project is dependent on imaging and workflow implementation, the existence of the WEBS database tables that will be used to replace the Annuity File, a sufficiently mature CD ROM technology capable of meeting the Department's LANs' requirements, and the agency's ability to successfully identify and contract with the vendor(s) able to make this information easily and quickly accessible to ETF staff using CD ROM technology.

TIMETABLE

Estimated duration: 4.8 months

PROJECT COST DETAIL			
Cost Element	Cost Item	FY 99	Ongoing
Development/Acquisition Application Design, Program, Test, Implement, Follow-up	Staff - 2.5 Programmer/Analysts @ \$26.35/hr for 4.8 months 26.35x8x22x4.8 x 2.5 Ongoing - 2 programmer/analysts for 2 hrs/month at \$26.35/hr for one year	\$55,651.20	\$632.40
	1 User Staff @ \$20/hr at 1/2 time for 4.8 months 20 x 4 x 22 x 4.8 Ongoing - 1 user staff for 1hr/month @ \$20/hr for six months	\$8,448.00	\$120.00
	User training 20 hrs @ \$20/hr	\$400.00	-----
	CPU Costs - 2.5 programmer/analysts @ \$4000/month for 4.8 months 2.5 x 4000 x 4.8 Ongoing CPU costs at \$25/month for 1 year	\$48,000.00	\$300.00
Total Costs		\$112,499.20	\$1,052.40

PROJECT COST SUMMARY	
Cost Element	PY1/FY 1997/98
Development/Acquisition	\$113,551.60
Total Costs	\$113,551.60

PROJECT NAME: General Inquiry (Forms and Documents)

DESCRIPTION

The Division of Information Technology (DoIT) will develop a system to enable ETF staff to generate forms on-line (to use when responding to inquiries received through the mail or over the phone). The system must enable staff to barcode the forms and package them for mailing to the participant's home address (including 9-digit zip code).

MISSION

The system will provide improved service by reducing the time needed to respond to inquiries.

PRIORITY

Developing the forms and documents system is a major effort to achieve the Department's business goal (#1 of 7) of providing immediate access to complete and accurate information to deliver timely service. It will also assist the Department in achieving its business goal (#2 of 7) of having fair, accessible, cost-efficient and timely administration of benefit plans. The project is dependent on the software needed to generate and customize forms on-line, Advanced Function Printing (AFP), bar coding, and zip + 4 mail processing software.

TIMETABLE

Estimated duration: 4.8 months

PROJECT COST DETAIL			
Cost Element	Cost Item	FY 99	Ongoing
Development/Acquisition Application Design, Program, Test, Implement, Follow-up	Staff - 2.5 Programmer/Analysts @ \$26.35/hr for 4.8 months 26.35x8x22x4.8 x 2.5	\$55,651.20	\$1,264.80
	Ongoing - 2 programmer/analysts for 2 hrs/month at \$26.35/hr for one year		
	1 User Staff @ \$20/hr at 1/2 time for 4.8 months 20 x 4 x 22 x 4.8	\$8,448.00	\$120.00
	Ongoing - 1 user staff for 1hr/month @ \$20/hr for one year		
	User training 40 hrs @ \$20/hr	\$800.00	-----
	CPU Costs - 2.5 programmer/analysts @ \$4000/month for 4.8 months 2.5 x 4000 x 4.8	\$48,000.00	\$300.00
	Ongoing CPU costs at \$25/month for 1 year		
Total Costs		\$112,899.20	\$1,684.80

PROJECT COST SUMMARY	
Cost Element	PY1/FY 1997/98
Development/Acquisition	\$114,584.00
Total Costs	\$114,584.00

PROJECT NAME: Support Annuity System Implementation

DESCRIPTION

The Division of Information Technology (DoIT) will convert the Department's Annuity System to become a functional part of its WEBS relational database system. This is a major effort that includes the following: converting the Annuity File, converting the Annuity Payment File, converting the Accumulated Sick Leave Conversion Credits (ASLCC) File, and developing all the new or replacement programs needed for this system. This project is intended to reflect the implementation and associated support effort required for all projects related to conversion of the current Annuity system.

MISSION

The system will provide improved service in the following ways:

1. Better customer service. Converting the Annuity System will provide the infrastructure needed to achieve efficiencies in daily and monthly annuitant processes.
2. Reduce the risk of noncompliance with federal and state tax laws. The Annuity System was created in the mid-1970's. The current system cannot be easily expanded. Converting this system to a relational database will provide greater flexibility in this area.
3. Integration with the WEBS data system. WEBS remains the Department's primary relational database that provides the information necessary to maintain services to over 414,500 Wisconsin Retirement System (WRS) participants and 1,200 employers. Converting the ASLCC File will result in a single database being maintained for all WRS participant accounts.

PRIORITY

Converting the Annuity System is a major effort to achieve the Department's business goal (#1 of 7) of providing immediate access to complete and accurate information to deliver timely service. It will also assist the Department in achieving its business goal (#2 of 7) of having fair, accessible, cost-efficient and timely administration of benefit plans. This conversion project is a high priority project in the strategic I.T. plan and is scheduled to start FY97. The project is dependent on imaging and workflow implementation, and the existence of the WEBS database tables that will be used to replace the Annuity System.

TIMETABLE

Estimated duration: 13 months

COST

\$571,300 (est)

PROJECT COST DETAIL			
Cost Element	Cost Item	FY 97/98	Ongoing
Development/Acquisition Application Design, Program, Test, Implement, Follow-up	Staff - 6.5 Programmer/Analysts @ \$26.35/hr for 7.2 months 26.35x8x22x7.2 x 6.5 Ongoing - 2 programmer/analysts for 2 hrs/month at \$26.35/hr for one year	\$217,039.68	\$1,897.20
	2 User Staff @ \$20/hr at 1/2 time for 7.2 months 20 x 4 x 22 x 7.2 x 2 Ongoing - 1 user staff for 1hr/month @ \$20/hr for one year	\$25,344.00	\$240.00
	User training: N/A	\$0.00	-----
	CPU Costs - 6.5 programmer/analysts @ \$4000/month for 7.2 months 6.5 x 4000 x 7.2 Ongoing CPU costs at \$25/month for 1 year	\$187,000.00	\$300.00
Total Costs		\$429,383.68	\$2,437.20

PROJECT COST SUMMARY	
Cost Element	PY1/FY 1997/98
Development/Acquisition	\$431,820.88
Total Costs	\$431,820.88

PROJECT NAME: Statement of Benefits

DESCRIPTION

The Division of Information Technology (DoIT) will enhance the Annual Statement of Benefits (SOB's) system to mail the statements directly to all participants within 90 days from the end of the calendar year.

MISSION

The system will provide improved service by using AFP to provide more meaningful information and the flexibility to provide more information annually. The decreased time (from 130 to 90 days) will result in better customer service.

PRIORITY

Enhancing the SOB system is a major effort to achieve the Department's business goal (#1 of 7) of providing immediate access to complete and accurate information to deliver timely service. It will also assist the Department in achieving its business goal (#2 of 7) of providing fair, accessible, cost-efficient and timely administration of benefit plans. The project is dependent on the Department's ability to reallocate the staff needed to reconcile data within a shortened time period, its ability to maintain addresses on active participants, Advanced Function Printing (AFP), changes in the WRS Remittance Process schedule, employer enrollment and transaction reporting, interest crediting and section 415 testing, access to insurance and deferred compensation program data, and zip + 4 mail processing software.

TIMETABLE

Estimated duration: 3.6 months

COST

\$30,323 (est)

PROJECT NAME: Automated Benefit Calculations, Check Processing, and Taxes for Retirement Lump Sum Payments

DESCRIPTION

The Division of Information Technology (DoIT) will develop an automated system to calculate retirement lump sum payments. The current process is time consuming, manual and paper intensive.

MISSION

The system will provide improved service by streamlining the process, eliminating the risk of manual calculation errors, increasing productivity, integrating automated function with the WEBS data system.

PRIORITY

Automating the retirement lump sum payment calculations process is a major effort to achieve the Department's business goal (#1 of 7) of providing immediate access to complete and accurate information to deliver timely service. It will also assist Department in achieving it's business goal (#2 of 7) of providing fair, accessible, cost-efficient and timely administration of benefit plans. The automated retirement lump sum payment calculations project is a high priority project in the strategic I.T. plan and is scheduled to start FY00. The project is dependent on imaging and workflow implementation, policy changes to allow paying lump sum benefits without final earnings being reported, law/rule changes to reduce the 90-day advance period for application for retirement, overnight printing of benefit checks and tax forms, and automated mailing.

TIMETABLE

Estimated duration: 6 months

COST

\$151,614 (est)

PROJECT NAME: Benefit Estimates Generated via Member Access at Employer

DESCRIPTION

The Division of Information Technology (DoIT) will enhance the benefit estimate system to provide online access for retirement benefit estimates/applications for use by participants. The current system provides estimates up to 20 years in advance of retirement eligibility. Participants requesting an estimate must either visit an ETF office or contact the department by phone or mail.

MISSION

The system will provide improved service by allowing participants to perform their own "what if" scenarios based on changing benefits.

PRIORITY

Enhancing the benefit estimate system to provide online access for retirement benefit estimates/applications is a major effort to achieve the Department's business goal (#1 of 7) of providing immediate access to complete and accurate information to deliver timely service. It will also assist the Department in achieving its business goal (#2 of 7) of having fair, accessible, cost-efficient and timely administration of benefit plans. The project is dependent on dependent on implementing the IVR infrastructure needed to support this system, the Department's having sufficient phone lines available for employers, imaging and workflow implementation, and access to program data related to insurance, deferred compensation, the Annuity File, the ASLCC File.

TIMETABLE

Estimated duration: 6 months

COST

\$101,076 (est)

PROJECT NAME: General Inquiry (Written)

DESCRIPTION

The Division of Information Technology (DoIT) will identify and select the hardware/software needed to provide ETF staff the ability to use "point-and-click" technology to insert participant data into fields on preformatted word processing documents to respond to written inquiries.

MISSION

The system will provide improved service using point-and-click technology. The use of preformatted letters and forms will result in greater efficiencies and consistency of data on outgoing letters that are based on a participant's rights and benefits.

PRIORITY

Providing staff the ability to use point-and-click technology is a major effort to achieve three of the Department's seven business goals: (#1 of 7) provide immediate access to complete and accurate information to deliver timely service; (#2 of 7) provide fair, accessible, cost-efficient and timely administration of benefit plans; and, (#5 of 7) provide quality and timely communication with all stakeholders. This project is dependent on fringe benefit data being accessible at staff workstations, the purchase and installation of software needed to extract data from databases and incorporate that data into a word processing document, the existence of the WEBS database tables that will be used to replace the Annuity File, the Annuity Payment File, the ASLCC File, bar coding, and zip + 4 mail processing software.

TIMETABLE

Estimated duration: 4.8 months

COST

\$181,937 (est)